



NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).

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FCC LAUNCHES CONSUMER HELP CENTER *Site Offers "One-Stop Shopping" for Consumers*

Washington, DC -- Starting today, consumers have a new, easy-to-use, Consumer Help Center that puts them within one click of all the information they want from the Federal Communications Commission. The new portal launched today at www.fcc.gov/consumers will allow consumers to learn about different issues in telecommunications, make it easy for consumers to find out what's going on at the FCC, get tips for making the best choices in purchasing communications devices and services, have their voices heard by filing comments on issues that interest them, and file a complaint when there are problems.

"Our new Consumer Help Center makes it easy for consumers to learn about our work and take action," says Joel Gurin, Chief of the Consumer and Governmental Affairs Bureau of the FCC. "Here, in one place, consumers can do a number of things such as read about consumer issues, get practical advice for avoiding problems, file a complaint, comment on our rulemakings, or read what our FCC experts are saying in our Consumer Blog."

The Consumer Help Center is produced by the FCC's Consumer Task Force, an inter-bureau group established by Chairman Julius Genachowski at the beginning of 2010. The Task Force has led several recent initiatives on major consumer issues. The Consumer Help Center includes:

- Everything consumers need to know about Bill Shock and Early Termination Fees -- two common issues that affect wireless customers;
- Savvy Traveler tips -- advice on making phone calls when travelling abroad;
- Broadband Speed Test -- consumers can test the speed of their broadband service;
- Fact Sheet Library -- more than 150 consumer Fact Sheets on telecom subjects;
- Links to additional resources on a range of issues, including privacy;
- Links to file a complaint to the FCC or comment on our rulemakings;
- Blog posts about consumer issues -- with consumer comments welcome;
- News releases, statements, and FCC actions.

The site will be updated to include new FCC consumer initiatives as they are launched.

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